

## ADVANCED QUALITY MANAGEMENT

PM09.10

This course recaps the fundamentals of quality management and proceeds through a discussion of more advanced quality management techniques. Students will learn how to apply quality management techniques on their projects and how to initiate quality management techniques throughout their organization. Topics include a discussion of the basics of quality, the founders of the modern quality movement, control charts, cause-and-effect diagrams, quality metrics, Pareto charts and much more. This class also covers the basics of using quality assurance techniques to monitor outsourced projects. An optional section at the end highlights different quality management techniques used in the USA and around the world.

### PREREQUISITES

- Basic project management understanding

### LEARNING OBJECTIVES

- Explain the definition of quality and basic quality concepts
- Build a Quality Management Plan, including quality control and quality assurance activities
- Understand a number of advanced quality management techniques for your project
- Use quality assurance techniques to manage outsourced work
- Understand the organizational characteristics needed to support an overall quality program

### WHO SHOULD ATTEND

- Project managers
- Quality managers
- Senior project team members
- Managers and professionals interested in understanding and managing quality

### COURSE OUTLINE

- Overview
  - Quality
  - Quality Management
  - Quality and Metrics
  - Fathers of Quality Management
- Project Quality Management
- Using QA to Manage an Outsourced Project
- Organizational Quality Management
- Worldwide Quality Management Techniques

There are numerous exercises to reinforce the concepts taught in this class.

### CLASS LENGTH

One day (7 or 8 PDUs)